



V-CAN CONNECTOR

Voluntary Community Assistance Network

Indiana Eligibility Modernization Project

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*"Through the V-CAN,
needy Hoosiers have
additional access to the
programs and services
they need to help them
become self-sufficient. "*

- Mitch Roob

Welcome V-CAN Members

by Mitch Roob
Secretary, FSSA

In December 2006, the Family and Social Services Administration (FSSA) contracted with IBM to improve client access to assistance programs such as TANF (cash assistance), Food Stamps and Medicaid. The Indiana Eligibility Modernization project will transform the way current and future clients apply for benefits by creating a system with multiple channels to apply for and inquire about TANF, Food Stamps and Medicaid.

In order to make this transition as smooth as possible for needy Hoosiers, FSSA and the IBM-led

Coalition created the **Voluntary Community Assistance Network (V-CAN)**. The purpose of the V-CAN is to share information about Eligibility Modernization with service providers and provide more access to the public assistance system for applicants and clients. V-CAN members choose their levels of participation based upon their individual missions and ability to collaborate for the benefit of their clients. As a V-CAN member you will be among the first to learn about changes that affect your clients. You will receive our bi-monthly newsletter, the "**V-CAN Connector**" as well as

special emails announcing time-sensitive information. I hope this information will allow you to more effectively support your clients by enabling you – and them – to take advantage of the many features of the newly modernized eligibility system.

The IBM-led Coalition held 13 informational meetings across the state during February and March, where we met many service providers who expressed interest in becoming V-CAN members. The formal V-CAN registration began in early May to allow service providers and community

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Director's Update: V-CAN Membership

by Zach Main
Director, Division of Family Resources

Community organizations play a vital role in the daily lives of the families we serve. The Voluntary Community Assistance Network (V-CAN) is being developed to provide information to service providers and other organizations that interact with public assistance applicants and clients. By receiving information about system changes directly from FSSA and IBM-

led Coalition, your organization will be equipped to advise your clients and potential applicants regarding new tools to apply for public assistance services.

There are four levels of V-CAN membership: Access Point, Referral, Informational and Supporter. **Access Points** offer applicants and clients access to information and application tools in order to apply for services. **Referral** members post and distribute client-focused

outreach materials such as posters and postcards made available by the IBM-led Coalition and also refer their clients to appropriate local resources for public assistance. **Informational** members receive communication updates and invitations to local meetings to learn about V-CAN updates. Finally, **Supporter** members provide resources or infrastructure necessary to assist applicants and clients.

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"Coming together is a beginning. Keeping together is progress. Working together is success." - Henry Ford



V-CAN Welcome, continued

organizations the opportunity to formally become V-CAN members and choose their levels of participation.

The amount of interest around the state in the V-CAN and Eligibility Modernization is very encouraging. There are already 481 V-CAN members and membership continues to grow!

Through the V-CAN, needy Hoosiers have additional access to the programs and services they need to help them become self-sufficient.

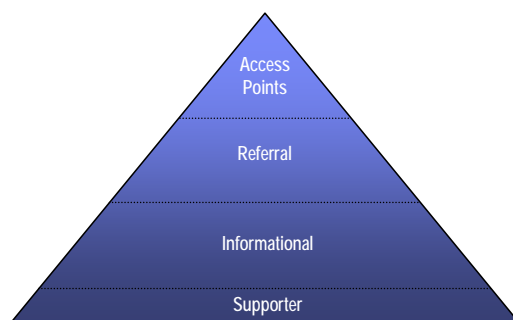
Thank you for your interest in the V-CAN and the Indiana Eligibility Modernization project. With your support and assistance, together we will transform the public

assistance system within Indiana into one that better serves our fellow Hoosiers.

We all seek to improve the lives of Indiana families. I know that by working together, we can improve the public assistance system and help more families reach true self-sufficiency.

Director's Update, continued

V-CAN Levels of Membership



We are excited to have V-CAN partners that will help their clients with the new tools available in the modernized eligibility system. Currently, there are 66 Access Points, 40 Referral members and 375 Informational V-CAN members. The V-CAN network will expand over the next year to reach as many applicants and clients as possible with information about and access to Eligibility Modernization tools!

If you know of an organization that would like to join the V-CAN, encourage them to visit www.in.gov/fssa, click on "Eligibility Modernization" and complete the V-CAN Registration form, or contact us at vcn@us.ibm.com.

Send Us Your Stories!

FSSA and the IBM-led Coalition want to hear from you! Send us stories (with pictures!) about how you serve clients in your community through direct service, referrals or other support.

In the future, we will feature Access Points from around the state.

Please email stories and pictures that you would like to share to: vcn@us.ibm.com.



Regional Spotlight: Region 1

Indiana Eligibility Modernization will be phased in from fall 2007 to summer 2008. The state is divided into four regions for implementation, beginning with Region 1 as the pilot region. Region 1 contains the following 12 counties: *Blackford, Carroll, Cass, Delaware, Grant, Howard, Madison, Miami, Randolph, Tipton, Wabash, and White* counties. This region includes approximately 10% of the state's clients currently receiving public assistance. Only clients in the 12 counties contained in Region 1 will be able to use the new application tools in the fall of 2007. Until a region or county implements the new system, clients should continue to contact a local office for application and benefit assistance.

When Region 1 is implemented, applicants and clients will have access to the following options for either submitting or checking on the status of an application:

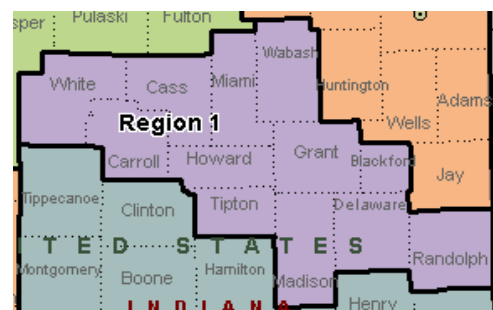
- Face to Face (at a local office): Monday-Friday
- Call Center Agents: Monday-Friday 7 am-7 pm (local time)
- Call Center Automated System: 24 hours per day
- Internet: 24 hours per day

Note: Once a region is implemented, clients located in that region can utilize any of the options listed above.

Special Feature in Region 1

Grant County contains one of the two major Service Centers designed to be the "nerve centers" of the new system. The major Service Centers will handle case documentation such as application processing, redetermination processing, change reporting, benefit recovery and hearing preparation. The Grant County Service Center will include a Call Center to handle general inquiry and a Document Center to provide document processing (transferring paper forms into electronic files). The second major Service Center will be located in Lake County (Region 3), which will serve as the second Call Center and a backup to the Grant County Document Center in case of emergency.

Region 1
Map



Q&A Corner

Q: What type of training and support will be provided to V-CAN members?

A: The IBM-led Coalition will hold training in each region before implementation of the modernized eligibility system begins. Training includes orientation on the different application tools such as the Internet Application and Call Center system. The IBM-led Coalition will also provide resources for clients such as tent cards for computers that will provide basic

Internet Application instructions and tip cards regarding the Call Center system.

Q: Will V-CAN members take over case management responsibilities if an applicant applies at a V-CAN location?

A: No. V-CAN members will not be expected to perform any follow-up related to the application or on-going services.

Q: What is an Access Point?

A: An Access Point is a type of V-CAN member. A typical Access Point will be a local agency that serves clients who may be eligible for public assistance services

such as TANF, Food Stamps or Medicaid. Access Points will provide the applicant with access to a computer, telephone or FAX machine to send in information related to an eligibility application. There is no requirement for an Access Point to provide access to all tools, and an Access Point may choose to provide tool access only to their current client population.

Q: Will Access Points provide their own equipment such as computers and phones?

A: Yes. Access Points will provide their own equipment for applicants

Q&A Corner, continued

and clients to use. However, the IBM-led Coalition will attempt to identify Supporter members of the V-CAN who are willing to donate equipment to Access Points to assist applicants and clients.

Q: How will the IBM-led Coalition promote ongoing communications with community organizations?

A: Community organizations and advocacy groups will have several mechanisms for submitting questions and providing feedback. In addition to the informational meetings held in February and March 2007, the IBM-led Coalition will hold regional V-CAN meetings in the months leading up to each region's scheduled implementation of the

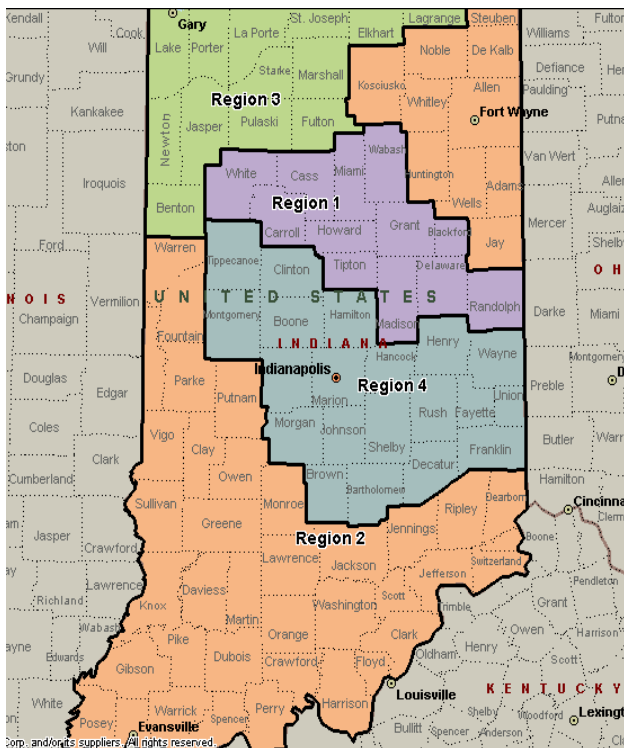
modernized eligibility system. The IBM-led Coalition will also provide regular updates through the *V-CAN Connector* newsletter.

Q: Will the IBM-led Coalition follow State policies as they exist today?

A: Yes. The State maintains all responsibility for policy, including policy changes

and updates in the future; however, the IBM-led Coalition may provide policy recommendations as appropriate.

For more Q&A (including the Informational Meeting Q&A), visit www.in.gov/fssa and click "Eligibility Modernization"



Region 1 V-CAN Training

The IBM-led Coalition will hold V-CAN Training sessions two to three months prior to each regional roll-out. Client outreach will also occur prior to implementation of the modernized eligibility system in each region, to explain how individuals can apply and access public assistance benefits information in the new system. Information on V-CAN Training in Regions 2, 3 and 4 will be available in upcoming issues of the *V-CAN Connector*. Very soon, Region 1 V-CAN training times and specific locations will be emailed to Region 1 V-CAN members and posted at www.in.gov/fssa.

July 16: Anderson (Pilot)

August 1: Winchester

July 23: Tipton

August 2: Monticello

July 24: Kokomo

August 6: Peru

July 25: Hartford City

August 7: Logansport

July 26: Muncie

August 8: Wabash

July 30: Delphi

August 9: Anderson

July 31: Marion

Questions? We'd like to hear from you!

If you have questions about the V-CAN or the Indiana Eligibility Modernization Project, please contact us! The IBM-led Coalition can be reached by emailing vcan@us.ibm.com.



We will continue to update you on news regarding the V-CAN, the regional roll-outs and the progress of the Indiana Eligibility Modernization Project. Look for the next issue of the *V-CAN Connector* in August.

Contact:
V-CAN
P.O. Box 40977
Indianapolis, IN 46240-0977
vcan@us.ibm.com